

Grantee Name	LifeCare Center East-Options for Women East
Location/Address	891 White Bear Ave St. Paul, MN 55106
Date and Location of Site Visit	2/2/17 same address as above
Grantee Participants	Jennifer Meyer ED
MDH Participant(s)	Mary Ottman
Grant Agreement #/PO #	838868

PURPOSE:

In accordance with the MDH Policy 238.01 Grantee Monitoring, MDH will conduct at least one monitoring visit per grant period on all state grants of over \$50,000, and at least annual monitoring visits on grants of over \$250,000.

The purpose of the grant monitoring visit is to review and ensure progress against the grants' goals, to address any problems or issues before the end of the grant period and to build rapport between the state agency and the grantees. This visit may cover topics such as statutory compliance; challenges faced by the grantee, modifications made to the grant program, program outcomes, grantee policies and procedures, grantee governance, and training and technical assistance needs.

The findings or information obtained through this monitoring activity will be used:

- To ascertain how MDH program funds are being utilized
- To provide targeted technical assistance needs
- To improve program implementation performance
- To suggest other training needs
- In future funding decisions

OVERVIEW

1. Is the Grantee's non-profit 501(c) 3 status current? Yes

2. Does the Grantee have a central file containing the official records for this grant agreement and/or

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amendment? Yes	

- 3. Where is this central file located? ED office
- 4. Who is responsible for this central file? Jennifer Meyer ED
- 5. Does the central file include
 - The grant proposal? Yes
 - The award letter? Yes
 - The signed grant agreement and any/all amendments? Yes
 - Any/all requests and/or approvals for scope/budget changes? Yes
 - The work plan? Yes
 - Any/all payment requests (invoices)? Yes
 - Any/all signed subcontracts? Not applicable (no subcontracts)n/a
 - Any/all Progress Reports? Yes

REPORTING REQUIREMENTS

- 1. Does the organization meet all reporting requirements as outlined in the grant agreement and/or amendment? Yes- still working on evaluation, and a final plan has been submitted.
- 2. Are expenditure reports submitted timely and accurately? Yes- reports are generally timely.
- 3. Are progress reports submitted with all required information and in a timely manner? Yes

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CONTRACTUAL

- Does the Grantee have written policies or procedures addressing use of contractors and/or subcontractors? Yes
 - 2. Were any sub-contractors paid from the MDH grant required to sign a contractual agreement outlining services to be rendered, duration of engagement, and pay rate? n/a
 - 3. Was the contractual agreement(s) reviewed and approved by MDH before implementation? n/a

PERSONNEL POLICIES, PROCEDURES AND PRACTICES OF THE GRANTEE

1. Are time distribution records (e.g., time-sheets) maintained to show how employees who are funded through, or contributed in kind to, the MDH grant and who work on multiple projects/programs spend their time?

Yes

- 2. Do personnel and/or payroll records show dates of hire/termination, immigration status if applicable, actual hours of time worked, leave time, federal and state programs worked on, and earning for all employees who are funded through, or contributed in kind, to the MDH grant?
- 3. Does the Grantee have policies and procedures in writing regarding:
 - Payroll? Yes
 - Travel? Yes
 - Overtime? Yes
 - Timesheets? Yes
 - Taxes? Yes
 - Purchasing? Yes
 - Compensated time off? Yes
- 4. Are employees time sheets approved? Yes



By whom (what position)? Jennifer Meyer ED
By the Executive Director? Yes
5. Does the Grantee's payroll preparation and distribution involve more than one employee?
Jennifer Meyer ED and book keeper
6. Does an authorized official approve all checks before being signed? Book keeper
Additional Comments:



PROGRAMMATIC QUESTIONS

Please use this space to answer all questions.

Program History

- When was your program started? Why was it started? July 1, 2011 we began with the PA Grant but we opened our doors in 1989 to serve abortion-minded women in the community. The organization has been in its current location for 13 years.
- What need does your program fulfill? We serve the community with pregnancy tests, STI
 testing and treatment, education, life coaching, and prenatal care to ensure a healthy
 pregnancy outcome.
- How has the program grown or changed since its beginning? We have expanded all of our current services to keep up with the demand and ever changing medical advances.

Grantee's Target population

- Who does the organization primarily serve? A diverse, low income population that is mostly uninsured.
- What is the program's demographic and geographic coverage? Eastside of St. Paul with a wide range of race and ethnic backgrounds.
- Review recent Demographic reporting. Recent Demographic reporting was reviewed. It
 was noted that individual and the number of services provided were higher than planned.
 This grantee usually has an average of 70 80 unduplicated clients per quarter.

Leadership and Governance

- Effective Board: How many board members currently serve, who are they?
 We have 9 board members.
 Greg & Diane Mencke, Jean Lown, Michele Spencer, Frank Lambert, Peggy Es
 - Greg & Diane Mencke, Jean Lown, Michele Spencer, Frank Lambert, Peggy Esch, Barbara Dries, Ernie Timmers, and Cricket Buntje
- How often do they meet? How are they informed of organization's progress and challenges? The board meets once a month-I keep the president and V.P. updated through emails and phone calls.
- How supportive is the Board of the program? Very supportive of moving forward and supporting the programs put in place.
- How is the program staffed? Who is responsible for the supervision of grant staff? The Executive Director is in charge of all hiring and supervision.
 - How are staff evaluated on their performance? How long have PA staff been employed there? Yearly reviews-longest 1 year and a half.
 - How are staff background checks done? Criminal background check through the

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State of MN.

 What is your organization's policy on complaints for staff and clients? All complaints go through the ED and then to the board for review.

Budget

- Does the current budget reflect your work plan activities? Yes 8 staff mostly part-time.
- Is the budget accurate for the project size/scope? Yes
- Do you have any challenges with the budget or invoicing? Just adjusting to how it all works. Also the grantee will be attempting to raise funds for a new ultrasound machine.
- Has your Financial Reconciliation taken place? No
- If you have an elevated risk designation, and/ or your Financial Reconciliation report cited any concerns, these will be discussed. Life Care East has a risk designation of medium based on the amount of their budget that is Positive Alternative funding.

Review Work Plan including: Partners

- If applicable: how are people referred to the program? Are there any barriers encountered with referral sources? What is your most common referral source?
 We seem to find most of our referrals come from WIC and area hospitals or family and friends-since we have been in the community for over 28 years word of mouth is our greatest asset-we do not have any issues with outside referral sources.
- Challenges with partners or specific counties? We receive referrals from many agencies throughout the county and surrounding non-profits-at this time we do not keep track of all referrals but will change that by quarter 2.

Work Plan

- Review your 2016 19 grant application's description of the program you are asking to be funded. On your work plan note the services and activities you said you would provide and the number of clients you would serve.
- Prepare a short summary of your current program(s) and the number of clients being served. How does what you describe in the application compare with what you are currently providing? Have any programs and/or activities or services been added or removed? Have the number of clients being served per quarter decreased or increased since June 2016? Is there anything in particular you want to share about your current program to explain its current status?
- Do you anticipate making any changes to the 2017-18 Work Plan? If so, in what way

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and for what reasons?

I think our numbers are down a bit due to the ED change but we starting to pick up this month and I see no issue making our quarterly numbers. I would like to change some wording in the 2017-2018 work plan since I was not the one who created it. So going forward, our focus will be on increasing our outreach to target women in the community who need our services through Facebook and google ads. We will work more closely with Cradle of Hope to ensure that our clients are receiving the best possible care when applying for pack n plays and rental assistance. We will be adding group life coaching in order to create opportunities for our women to make connections and relationships with others in the community. And we will begin tracking all referrals in and out to create a base of networking with surrounding agencies. Going forward I will also be reviewing the work plan count on all of our activities and submitting a revision by quarter 3 that more accurately reflects our goals.

Participants:

What type of outreach does the organization put into action? What is working well?
 What are more the challenging aspects to finding or retaining clients? We have just done local H.S. outreach but would like to look into google ads to reach more women in the community.

Data:

- How is program data collected and by whom? Is data collected useful to agency?
- Anything we can do to help or simplify data collection? We use our electronic web service, Ekyros. Demographic form also is used to collect data.

Review Evaluation

- Your 2015-16 Evaluation Report Summary will be discussed (If you were a past grantee).
- Your 2016-17 Evaluation Plan will be reviewed. Any suggestions provided in your 2015-16 Report
 Summary should be included in the plan, if you are continuing a similar evaluation. If you are
 planning a new evaluation, details will be discussed. Do you have any questions on your
 evaluation? Would like to keep same plan.

Miscellaneous

- Anything else you would like to share?
- Anything else we haven't asked?

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What can we do to help?

- Trainings and Grantee meetings useful for grantee? Any topic suggestions? Mandated
 Reporting, STI updates for the state, Drug use during Pregnancy and mandated reporting
- Feedback or suggestions for the state?
- Is there any way MDH can assist you to better equip your success in the Positive Alternatives Grant Program? Not at this time

Summary:

Life Care East is beginning their second grant cycle with the MDH Positive Alternatives (PA) Grant Program. This grantee has received PA funding for their pregnancy and parenting education program that will include their life coaching program. Their funding also supports their ultrasound program, pregnancy testing and prenatal care clinic.

Life Care East has been challenged since the beginning of the new grant cycle with the transitioning of their Executive Director position. The new director has been diligently learning her new role and the organization is now moving forward with their PA programming.

Other challenges this grantee articulated are the need to amend their current Work Plan and working more to create outreach through google ads or Facebook. This grantee is in the process of planning to raise a sizable amount of funds to replace their current ultrasound machine for their current prenatal clinic.

Also with the transition of directors the Evaluation Project was not launched this Fall. A new evaluation plan has been submitted and the staff has begun work on the project.

Life Care East is a vibrant organization in the heart of a diverse neighborhood in St. Paul who is able to provide much needed services to a marginalized population of women and their babies. Their longstanding operation and programming has been positive creating an active client base spread by word of mouth.

I look forward to moving ahead with our partnership and working with Life Care East to provide PA funding to this dedicated organization.

Date: 3/2/17

Grant Manager: Mary Ottman

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